

CS Mobile - Convenience at your fingertips!

What is CS Mobile

What is CS (Customer Service) Mobile?

- Simple cellphone-based service.
- Allows you to access your account balance, bill information and capture your meter readings.
- Complements existing channels - CS Online, Customer Contact Centres, Walk-in Centres, SMS, Fax and IVR.
- Costs 20c per 20 seconds dependent on the Terms and Conditions of your Cellular Service Provider.
- Session times out after 3 minutes but you can easily log back in to continue.
- It is safe (ID Number used to open the account and Eskom Account Number are needed).

Why use it

Why use it?

- Quick
- Instant
- Convenient
- Affordable
- Accurate
- Accessible from anywhere

How do I use CS Mobile

How do I use CS Mobile?

You will have to register first which is a once off process and from then on, you can log in whenever you want. Have your ID Number and Eskom Account Number ready to register. To get started, simply follow the prompts on CS Mobile or refer to the step-by-step guide below.

Register

Once off Registration

Follow these easy steps:

1. Dial *120*6937566#
2. Select 2 to Register and dial
3. Select 1 for Billed Customer and dial
4. Enter your Eskom Account Number and dial
5. Enter the ID Number used to open your Eskom Account (SA ID Number/Passport Number/CK Number/Trust Number) and dial
6. Enter a 4 Digit PIN and dial
7. Confirm your 4 Digit PIN
8. Confirm your Primary Cellphone Number
9. Answer a security question (e.g. what year were you born?) and dial

Registration complete

Login

Login (once registered)

Follow these easy steps:

1. Dial *120*6937566#
2. Select 1 for Login and dial
3. Select 1 for Billed Customer and dial
4. Enter your Eskom Account Number and dial
5. Enter your 4 Digit PIN and dial

You are logged in

Forgotten PIN

Forgotten PIN

Follow these easy steps:

1. Dial *120*6937566#
2. Select 3 for Forgotten PIN and dial
3. Select 1 for Billed Customer and dial
4. Enter Eskom Account Number and dial
5. Answer Security Question and dial

PIN is displayed on screen

Services

Services Explained

1. **Submit Meter Reading** for your meter. Smart meters do not apply. You will be given a reference number.
2. **View Summarised Bill Amount.** View your total balance (including arrears if applicable) and due date. You will be given a reference number.
3. **View Last Bill Details.** View the following: Billing Date, Balance Brought Forward, Payments Received, Adjustments, Monthly Charges, Total Due. You will be given a reference number.
4. **View Account Details.** You will be able to view the following: Name, Postal Address, Email and Fax Number.
5. **View Premise Details.** View your premise details: Premise Description, Premise ID, Service, Point ID and Pole Number.
6. **Submit Meter Read Remarks.** Select from a list of problems that you may encounter with your meter and you will be given a reference number (sent via SMS) for follow up purposes. 1) Bees in Box 2) Snake in Box 3) Meter Box Damaged 4) Reading Not Visible
7. **Update Primary Cell Number.** You can change the cellphone number you use to receive reference numbers and other communication relating to CS Mobile.
8. **Bill Delivery Method.** View how you currently receive your bill. To update this, phone the Contact Centre or send a fax, SMS or email.
9. **Select an Account.** For multiple accounts, go back to the accounts list from the Main Menu and select the account you wish to transact with.
10. **Deregister.** If you want to stop using CS Mobile, you can deregister. You will remain an Eskom customer.

Bill Accuracy

1. How do I know the information I receive is accurate?
Billing information is taken directly from the Eskom billing system which is the same as what's reflected on CS Mobile.

Cost

2. How much will CS Mobile cost me?
20c per 20 seconds dependent on the Ts&Cs of your Cellular Service Provider.

3. Is CS Mobile cheaper than an SMS?

Consider cost vs. timing vs. convenience - CS Mobile is instant whereas an SMS reply takes up to 24 hours.

4. What's the price difference between dialing the IVR (Interactive Voice Response) line or using CS Mobile?

IVR may be a cheaper channel - if you find it more convenient then you're welcome to use it, CS Mobile is just an additional channel.

5. When I am sent a reference number over SMS, am I charged for this?

No.

6. Will I be charged if it says, "Service is not available"?

No, you will only be charged from when you reach the "Welcome to CS Mobile" screen.

Forgotten PIN

7. If I have forgotten my PIN, how do I move on?

Go to Forgotten PIN on the Home Screen and answer the security question you set up. If you have forgotten the question/answer, please call 08600 37566.

Handset

8. How do I know if I have the right phone?

99% of cellphones can use CS Mobile. The service will not work on landlines and devices with no cellphone capability.

Language

9. Is CS Mobile available in other languages?

No, it is only available in English- there are other channels if this is not suitable.

Login

10. Can I access all of my accounts with a single login?

Yes, if you have 2 - 5 accounts they will be shown on screen and you can select the one you want. If you have more than 5 accounts, you will need to enter the account number for the one you wish to view.

11. Does my PIN ever expire?

No.

Lost Number

12. If I have already registered but lose my number, can I access my account from another cellphone?

Yes, as long as you remember your PIN. You'll need to update your primary cell number once you login so you can still get an SMS with a reference number.

LPU (Large Power User) Customers

13. Can Large Power Users select any of their accounts?

Yes but the system was not designed for LPU customers. CS Online is more suitable for LPUs.

Meter Reads

14. I have a smart meter, must I still submit a meter read?

No, it is taken automatically. The automated reading will take priority over your reading.

15. What happens if the meter box is locked or inaccessible?

You won't be able to read the meter. Some meters are in locked boxes/meter rooms where only meter officials have access. Eskom puts the safety of its customers first - do not try to open/tamper with meter boxes in any way, this is illegal.

16. What if the meter is faulty or broken?

You can select from the following list of problems: 1) Bees in the Box, 2) Snake in the Box, 3) Meter Box Damaged, 4) Reading Not Visible. An SMS will be sent to you with a reference number for follow up purposes.

17. I was submitting manual meter reads before; can I stop and use CS Mobile?

Yes, but first you must register using your cellphone: dial *120*6937566# then press the Dial button. Follow the prompts to register and start using the service.

18. I submitted my meter reads but they don't reflect on my bill, why?

- Ensure only numerals are submitted (no letters).
- You may have submitted readings outside of the billing window (shown in brackets next to each meter number on CS Mobile).
- Eskom Disclaimer: If your reading falls outside of your window period, it may not be used in the calculation of your next bill.

Reasons why your meter reading may not be used:

- Correct Window Period* - which is 4 days before and 2 days after the actual Meter Reading Date (displayed on your bill) - if your reading falls outside of this period, it will not be used.
- High/Low Validation* - a calculation that checks meter readings based on estimated consumption. The calculation produces two usage values (high and low) to ensure the reading is submitted within a reasonable range. If the reading fails High/Low Validation, it means that it falls outside the range of the two usage values and won't be used on your bill.
- Reading by Eskom Representative* - if two meter readings exist for the same window period, the one taken from the Eskom Rep. will take priority over your reading and will be used on your bill.
- Too Many Digits Entered* - the number of digits on your meter is the maximum amount you can enter for your reading.
- Same Date and Time Reading* - if you submit two readings with the same info, your duplicate reading will not be used.

19. If I submit one reading for 3 phase supply won't the bill be wrong?

You can submit at different times within your meter reading window. If you don't submit the other meters your reading won't be used for billing.

Power Outage Reports

20. Can I report power supply problems on CS Mobile?

No, this can only be done if you call the Customer Contact Centre on 08600 37566.

Registration

21. Can I register accounts for more than one person at the same time?

No, if the accounts are owned by different people they must be registered individually.

22. Can I add more than one cellphone number when I register?

No, you can only choose one primary cell number (but you can change it at your convenience).

23. Can I update my details on CS Mobile?

No, due to security and compliance reasons, FICA validation is needed to change your account details with Eskom.

24. If I want to use CS Mobile, what must I do?

Register by dialing *120*6937566# (or *120*myeskom#). Then follow the easy prompts to register and start using CS Mobile.

25. What if I have difficulty registering?

Your details may be inaccurate. To correct this call 08600 37566, our call centre will assist you.

26. How do I know if I can use CS Mobile?

You can if you are a residential, agricultural or small business customer and get monthly bills from Eskom. You will need: a cellphone, your 10-digit Eskom Account Number or Prepaid Meter number, the ID Number used to open your Eskom Account as well as airtime and network coverage.

27. Can prepaid customers use CS Mobile?

Yes, you can register and login to view your premise details but you can't perform any other services.

28. I use CS Online, does this mean I can use CS Mobile?

Yes, but you'll need to register on CS Mobile first.

29. Do I need to register all of my accounts individually?

No, only register once. On Login, you will be prompted as to which account to you want to view.

30. I can't remember ever giving Eskom my cell number, what if it has changed?

You can use a number of your choice to receive SMSes with reference numbers, which gives you flexibility to access your account even if using another handset.

31. Can I change my cell number if I need to?

Yes, by going to Update Primary Cell Number on the Main Menu. The number you provided for billing purposes stays the same.

32. Has CS Mobile been designed to accommodate the new cellphone numbers too?

Yes, it caters for 10 - 11 digit numbers with the SA code (27).

33. The system won't accept my ID/CK number.

Make sure your ID is 13 digits. CK numbers must be captured using the forward slash. Or verify your details with the Customer Contact Centre 08600 37566.

34. If I correct my ID, how long before I can use CS Mobile?

Up to 24 hours.

Security

35. Is information I enter on my cellphone secure?

Yes, All information is kept confidential (Eskom Information Security Policy). When you log in, you enter a secure Eskom network.

General

36. If I am using CS Mobile, will my calls and SMSes still come through?

Yes, but calls may interrupt your session in which case you must start again.

Trouble shooting

Troubleshooting

"Request not completed" - this is possibly a problem with the mobile device or SIM card. Happens when one USSD request is still busy being processed while another request from the phone is sent. You should wait a few minutes then try again.

If the error message reads: "Service Not Available", "Service Execution Error", "Services Temporarily Unavailable", "Service Not Running" or "Supplementary General Service Error" - this is possibly a problem with the mobile device, SIM card or mobile subscriber profile and it is recommended that you contact your Service Provider.

